
SOUTH CAROLINA INMATE TELECOMMUNICATIONS SERVICES

CHECK SHEET

SHEETS 1 THROUGH 35 INCLUSIVE OF THIS TARIFF ARE EFFECTIVE AS OF THE DATES SHOWN AT THE BOTTOM OF THE RESPECTIVE SHEET(S). ORIGINAL AND REVISED SHEETS AS NAMED BELOW COMPRISES ALL CHANGES FROM THE ORIGINAL TARIFF AND ARE CURRENTLY IN EFFECT AS OF THE DATE ON THE BOTTOM OF THIS PAGE.

<u>Sheet</u>	<u>Revision</u>	<u>Sheet</u>	<u>Revision</u>
1	Original	19	Original
2	1 st Rev.*	20	Original
3	1 st Rev.*	21	Original
4	Original	22	Original
5	Original	23	Original
6	Original	24	Original
7	Original	25	1 st Rev. *
8	Original	26	Original
9	Original	27	1 st Rev. *
10	Original	27.1	Original *
11	Original	28	Original
12	Original	29	Original
13	Original	30	Original
14	Original	31	Original
15	Original	32	1 st Rev.*
16	Original	33	1 st Rev.*
17	Original	33.1	Original *
18	Original	34	1 st Rev. *
		35	1 st Rev. *

* Indicates new pages included with this filing.

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SECTION 3 – DESCRIPTION OF SERVICE (continued)

Each bill rendered by the LEC containing charges billed by the Company includes a Bill Processing Fee.

3.6.3 Billing Entity Conditions

When billing functions on behalf of the Company are performed by billing agents (i.e., Local Exchange Carrier, credit card companies, or other), the payment of charge conditions, tariffs, regulations of such companies and any regulations imposed upon these companies by regulatory bodies having jurisdiction apply, including any applicable tax, applicable interest, and/or late payment charge conditions.

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3.6.4 Billing for Customers that use Alternative Local Service Providers

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Alternative Local Service Providers such as CLECs, VOIP Carriers, and Wireless Carriers do not provide economically viable, direct billing and collection agreements for other carriers. When the Customer chooses to use an Alternative Local Service Provider, the Company will assist the Customer in establishing billing arrangements through Company Direct Bill or Prepaid Account Programs with multiple payment options through Third Party Payment Processors.

3.6.5 Third Party Payment Processors

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The Company has established multiple payment options for Customers who choose to open an account directly with the Company. These payment options are provided by Third Party Service Providers that charge an undiscountable fee to the Customer for processing Customer payments. The Company has negotiated the lowest possible fee with each of these Third Party Payment Processors, and receives no revenue in connection with any such fee. This fee is added to the Customer's payment amount by the Third Party Payment Processor, collected when the Customer makes payment, and paid to the Third Party Payment Processor. These Third Party Payment Processors include (but are not limited to) Western Union Prepaid Services, MoneyGram®, a Phone Payment Processor, and a Website Online Payment Processor.

3.6.6 Direct Bill Customer Account Program

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The Direct Bill Customer Account Program ("Program") is available to those Customers whose calls cannot be billed through their Alternative Local Telephone Service Provider. In addition, the Program is available to those Customers who accrue a threshold amount of charges billed through their Local Exchange Carrier within a thirty (30) to ninety (90) day period.

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SECTION 3 – DESCRIPTION OF SERVICE (continued)

3.6.7 Prepaid Customer Account Program

Z

The Prepaid Customer Account Program (“Program”) is available to those Customers whose calls cannot be billed through their Alternative Local Telephone Service Provider. In addition, the Program is available to those Customers who accrue a threshold amount of charges billed through their Local Exchange Carrier within a thirty (30) to ninety (90) day period.

Customers who do not wish to complete a credit application or do not receive a satisfactory credit score can open a Prepaid Account.

A. The Customer establishes a Prepaid Account with the Company by paying \$25 or more to the Company by one of the payment methods offered by the Company. Payments can be made over the phone or on the web via credit card, check card, or check. The Customer’s account number is the ten digit phone number where he or she wishes to receive calls. The Customer will also select a six digit Personal Identification Number or PIN to use in accessing his or her account information in the future.

B. Upon receiving a call, the Customer is informed the call is from an Inmate, and the Customer has the option to accept or decline the incoming call. All security measures associated with an Inmate collect call, as implemented by the Company and the Confinement Facility, will apply.

C. Customers using this pre-payment option will be sent a statement every two weeks listing their call activity, charges, call discounts, and notifying them of their remaining balance. Statements are provided to customers at no charge. The Customer can contact the Company’s customer service toll-free number or visit the Company’s website to obtain account balances information twenty-four hours a day.

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D. If the Customer’s entire account balance is used, the Customer is notified and then the Customer’s telephone number is blocked from receiving collect calls from the Confinement Facility served by the company until payment on the account is received. Customers may send the Company additional funds using a check or money order to receive more calls, or authorize payment of additional funds via credit card, check card, check by phone, echeck, MoneyGram®, or Western Union Prepaid Services.

E. The Company may apply pre-payments to past due charges billed to the Customer by the Local Exchange Carrier.

F. The account remains open until one of the following events occurs: 1) the balance is depleted; or 2) the Customer requests that the account be terminated.

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SECTION 3 – DESCRIPTION OF SERVICE (continued)

- G. Customers who prepay will receive a Family Connection Calling Plan™ discount on every call. This discount will be offered based upon the amount of prepayment, as outlined in Section 4.5 of this tariff.
- H. Refunds - Customers may request a refund of unused funds by sending a written request to cancel their account to the Company via email at refunds@paytel.com, fax at 1-800-776-8423, or U.S. mail. The Company will endeavor to refund such monies, provided that no past due charges are owed by the Customer to its local exchange carrier or the Company, within ten (10) to fifteen (15) business days from the receipt of the Customer's request. There is no charge for issuing a refund.
- I. All unused funds of the Customer will be maintained by the Company in conformance with the South Carolina Uniform Unclaimed Property Act, S.C. Code Ann. § 27-18-10, *et seq.*

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SECTION 4 – RATES AND CHARGES (continued)

4.2 Prepaid Card Calls

Prepaid Card calls, as described in Section 3.5.1 hereof, will not exceed the collect call rates for the appropriate type of call as listed in Section 4.1.

Following release from a Confinement Facility a refund can be requested by sending the card to the Company at the address printed on the card. Refund requests must be submitted to the Company within twelve (12) months from date of initial use.

4.3 Debit Calls

4.3.1 Option 1 – Debit Calls, as described in Subsection 3.5.2 above, will be charged at rates not to exceed the collect call rates and related charges for the applicable type of call as listed in Subsection 4.1 above. **Z**

4.3.2 Option 2 – Debit Calls, as described in Subsection 3.5.2 above, will be charged at a discount to the immediately preceding Option 1 rate upon the request of the Confinement Facility and with the concurrence of the Company. **Z**

At the time of release from a Confinement Facility, the debit account balance will be transferred to the Inmate's Trust Account for refund.

4.4 Direct Bill Customer Account Program

Direct Bill calls, as described in Section 3.6.6 hereof will not exceed the collect call rate for the appropriate type of call as listed in Section 4.1. **Z**

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SECTION 4 – RATES AND CHARGES (continued)

4.5 Prepaid Customer Account Program

Prepaid Account Calls as described in Section 3.6.7 hereof, will receive a Family Connection Calling Plan™ discount on every call. The plan provides a discount on every call based on the amount of prepayment made by the Customer, as outlined below.

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Family Connection Calling Plan™ Discounts

<u>Pre-Payment</u>	<u>Discount</u>
\$25	4%
\$50	6%
\$100	8%
\$150	10%

To maximize the value of the discount, Customers can mail payments directly to the Company with a check or money order to avoid the payment processing fees charged when payments are made through Western Union, MoneyGram®, the Website Online Payment Processor or the Phone Payment Processor.

The Family Connection Calling Plan™ is designed to provide rates for calls to friends and family members who need to stay in touch with Inmates. Customers should make payment amounts that best fit their needs. When the Customer no longer needs the account, he or she can request a refund. There is no charge for issuing a refund.

See Section 3.6.7 H for information on how to request a refund.

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4.6 Miscellaneous Charges

4.6.1 Bill Processing Fee

A monthly charge will be applied to a Billed Party's bill to recover costs associated with the Company's administration, billing, collection and remittance of various government-mandated fees, surcharges and other amounts associated with the provision of services by the Company. No fee will be assessed in any month when there are no collect calls billed.

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Maximum Bill Processing Fee per month	\$1.90
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SECTION 4 – RATES AND CHARGES (continued)

4.6.2 Voice Verification Fee

The Voice Verification Fee is a fee for an optional service that provides validation of the inmate's identity through voice verification technology for the purposes of improved security and reduced potential of fraud and victim harassment by inmates. This charge applies to all calls placed by inmates of Confinement Facilities when such calls are provided through the Company's call processing equipment. When this service is requested by the Confinement Facility, this fee applies in addition to all applicable call rates as specified in this tariff.

N

Maximum Voice Verification Fee per call* \$.25

*where requested by the Confinement Facility

4.7 Customer Account Charges

N

4.7.1 Payment by Check or Money Order

No additional fees will be charged to a Customer each time the Customer chooses to make a payment with a check or money order through the mail for an account with the Company.

M

Maximum Charge for Payment by Check or Money Order NO CHARGE

4.7.2 Account Statement Charge

No additional fee will be charged to a Customer each time the Customer receives an account statement from the Company.

N

Maximum Charge for Account Statements NO CHARGE

4.7.3 Refund Charge

N

No additional fee will be charged to a Customer when a refund of his or her account balance is requested.

Maximum Charge for Refund NO CHARGE

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4.8 Third Party Payment Processors

The Company has established multiple payment options for Customers who choose to open an account directly with the Company. These payment options are provided by Third Party Service Providers that charge an undiscountable fee to the Customer for processing Customer payments. The Company has negotiated the lowest possible fee with each of these Third Party Payment Processors, and receives no revenue in connection with any such fee. This fee is added to the Customer's payment amount by the Third Party Payment Processor, collected when the Customer makes payment, and paid to the Third Party Payment Processor. These Third Party Payment Processors include (but are not limited to) Western Union Prepaid Services, MoneyGram®, a Phone Payment Processor, and a Website Online Payment Processor.

4.8.1 Western Union Prepaid Services Payment Processing Fee

An undiscountable fee will be charged to a Customer by Western Union each time the Customer chooses to make a cash payment through Western Union for an account with the Company. This fee is referenced in this tariff to advise the Customer of the charge. This fee will not be assessed on those Customers who mail a check or money order to the Company.

Western Union Prepaid Services Payment Processing Fee \$5.95*

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**or such other future charge imposed by Western Union*

4.8.2 MoneyGram® Payment Processing Fee

An undiscountable fee will be charged to a Customer by MoneyGram® each time the Customer chooses to make a cash payment through MoneyGram® at Wal*Mart® for an account with the Company. This fee is referenced in this tariff to advise the Customer of the charge. This fee will not be assessed on those Customers who mail a check or money order to the Company.

MoneyGram® Payment Processing Fee \$5.65*

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**or such other future charge imposed by MoneyGram®*

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SECTION 4 – RATES AND CHARGES (continued)

4.8.3 Website Online Payment Processing Fee

An undiscountable fee will be charged to a Customer by the Third Party Website Online Payment Processor each time the Customer chooses to make a payment using a credit card, check/debit card or check online for an account with the Company. This fee covers the expenses associated with third-party database verification, validation, fraud prevention services and payment processing available through the Website Online Payment Processor. This fee is referenced in this tariff to advise the Customer of the charge. This fee will not be assessed on those Customers who mail a check or money order to the Company.

Website Online Payment Processing Fee \$3.00*

**or such other future charge imposed by the Third Party Website Online Payment Processor*

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4.8.4 Phone Payment Processing Fee

An undiscountable fee will be charged to a Customer by the Third Party Phone Payment Processor each time the Customer chooses to make a payment using a credit card, check/debit card or check over the phone for an account with the Company. This fee covers the expenses associated with third party database verification, validation, fraud prevention services and payment processing available through the Phone Payment Processor. This fee is referenced in this tariff to advise the customer of the charge. This fee will not be assessed on those customers who mail a check or money order to the Company.

Phone Payment Processing Fee \$3.00*

**or such other future charge imposed by the Third Party Phone Payment Processor*

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